

## AVIATION

*Proudly providing essential cleaning and disinfection services.*

### SCOPE OF WORK:

#### **Delta Airlines, McNamara Terminal** *Romulus, Michigan*

Square footage: 2 Million

Started mobilizing service on third shift in July 2021 and ramped up to 100% responsible for the third shift in October 2021.

- Touchpoint janitorial and floor care including: vacuuming, trash removal, restroom cleaning, landside and airside
- Exterior site-to-site ramp with limited inside access areas (offices, locker rooms)

#### **Hamad International Airport** *Doha, Qatar*

Square footage: 2 Million

Started engagement in 2011 with a Manpower plus equipment-based contract on a rolling 12-month renewal.

- Janitorial supervision of in-house custodial staffing
- Janitorial training
- Cleaning of high access areas including the rolled stainless steel 2M square foot roof
- Other ancillary facilities include the Qatar Airways Hangar and the catering facility
- Facade and internal high access cleaning includes a combination of rope access, BMU's, mechanical lifts, and water pole systems

### SUMMARY:

New Image has the experience and passion to enhance the traveling experience. After being invited to bring an American level of quality in commercial cleaning to the Dubai Mall in 2008, the stakeholders for aviation in Qatar engaged New Image in 2011. The scope of work included developing specifications, standards, training and recruitment three years in advance of the 2014 opening of Hamad International Airport (HIA), the 2021 Skytrax number one airport in the world. The New Image team led by our founder, John Ezzo, traveled to the longest running number one airport, Singapore to learn the standards they adhere to earning this prestigious third party aviation rating. New Image recruited and trained supervisors and over 40 quality control inspectors to drive HIA quickly into the top 6 airports in the world and now to number one. Eleven years later, The New Image presence at HIA continues with a specialty high access cleaning team.

The New Image aviation journey continues back home in Detroit at the McNamara terminal, the Detroit hub of Delta Airlines. ISS, the facility management provider, engaged New Image to provide the third shift cleaning of the entire McNamara terminal. In the face of the most challenging labor conditions in our history, we have stable staffing, a culture of support and delivering a high standard of clean as Delta returns to pre pandemic passenger traffic. New Image is honored to assist Delta and ISS in making sure the passenger experience is pleasant, safe and healthy.

